

Documentation and Reporting Process

Incidents that lead to the banishment of customers from NCWorks Career Centers typically result from violations of the NCWorks Career Center Code of Conduct. NCWorks Career Center staff should follow this Documentation and Reporting Process when customers have violated the Code of Conduct.

Step 1: Document

- Document the incident by preparing official reports such as Police Reports, Fire Reports, Incident Reports, etc.
- Forward a description of the incident to the Division of Workforce Solutions (DWS) Regional Operations Director (ROD), WDB Director, Director of Veterans Services, and DWS Ombudsman
- Add case note in NCWorks

Step 2: Summary Report

- Create a Summary Report made up of the following elements:
 - Witness statements (signed) or customer email
 - Timeline of the event
 - Photographs
 - Law enforcement records
 - Recommendation of consequences for violation of Code of Conduct
 - Draft of proposed banishment letter (See banishment letter template)
 - Forward the completed Summary Report to the DWS ROD, Workforce Development Board Director, and DWS Ombudsman

Step 3: Determination of Consequences

- The Summary Report is reviewed by the Workforce Board Director and DWS ROD and a decision is made concerning the appropriate consequences to the customer for the violation(s) of the Code of Conduct. The decision is communicated to the DWS Ombudsman.
- The Workforce Board Director prepares and sends a certified letter to the customer documenting the consequences with a copy of the Code of Conduct.

The Appeals Process is as mentioned in Policy Statement 14-2015 Non-Criminal Program Complaints.

Guidance on NCWorks Career Center Code of Conduct



Level 1-Unruly (Minor Infraction)

- Not submissive or conforming to the rules, ungoverned, turbulent, refractory or lawless

Consequences: Counseling

Customer is reminded of the NCWorks Career Center Code of Conduct.
Customer is asked to leave the NCWorks Career Center for the rest of the day.

Document (electronic or hard copy).

Examples:

- Misuse of NCWorks Resource Area
- Inappropriate or offensive attire
- Food and beverages in undesignated areas
- Unattended children
- Presence of pets other than certified service dogs
- Cell phone calls in the center (phones must remain on vibrate)
- Unaccompanied customers outside designated areas

Level 2-Disrespectful (Moderate Infraction)

- Lack of regard or respect for others and disrespect for authority

Consequences: Suspension

Customer is prohibited from NCWorks Career Center usage for a minimum of one week but does not exceed 3 weeks. **Document (electronic or hard copy).**

Examples:

- Verbal abuse of staff, other customers, repeated violations of the Code of Conduct
- Loud or aggressive verbal or physical behavior
- Viewing inappropriate websites while in the Career Center
- Smoking or use of tobacco products (including e-cigarettes)
- Non-job search computer and Wi-Fi use

Level 3: Threatening/Violent (Serious Infraction)

- Signs of unusually harmful or destructive physical force
- Extremely powerful or forceful and capable of using physical force or violence
- Emotionally agitated to the point of using harmful physical force
- Communicates a threat to harm or kill

Consequences: Banishment

Customer will be prohibited from NCWorks Career Center use for a minimum of one month to lifetime banishment. **Document (electronic or hard copy) and issue a letter to customer via USPS certified mail.**

Examples:

- Customer or staff safety is at risk
- Verbal or physical threats (depending on severity)
- Possession of weapon of any description
- Illegal drug or alcohol use or possession
- Harassment (depending on severity)
- Property damage
- Viewing pornography while in the Career Center

IMPORTANT

Staff witnessing the infraction are required to complete an incident report and should file with their supervising manager or NCWorks Manager within 24 hours.